



PUBLIC UTILITIES COMMISSION

March 24, 1992

CONSUMER ASSISTANCE DIVISION BULLETIN 92-2

TO:

All Telephone Companies

FROM:

Barbara R. Alexander, Director, CAD

SUBJECT:

Use of Telephone Directory to Comply with Section 16(C)

of Chapter 810

At least one telephone company has asked whether it could print the customer service information required by Section 16(C) of Chapter 810 in its telephone directory and substitute that printing for the customer booklet.

Section 16(C) requires a summary of customer rights and responsibilities be "mailed or delivered to all new customer ..." There is no reason why the required information cannot be printed in the telephone directory provided to all new customers if:

- (1) The information is segregated in the directory and properly labeled; and
- (2) All new customers are informed by separate mailing (with a postcard or by insert in their first bill) that the summary is contained on the specified pages of their telephone directory.

This is an informal staff interpretation. A utility has the right to seek a more formal Advisory Ruling from the Commission pursuant to Chapter 810 of the Commission's Rules.

BA/bh